



A PLATINUM EQUITY COMPANY

# Altura Communication Solutions Overview For Arizona Definity Users Group

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2006

# Altura Communications Solutions

A Total Communications Company

**FUJITSU**

**ALTURA**  
communication solutions



*Platinum Equity*

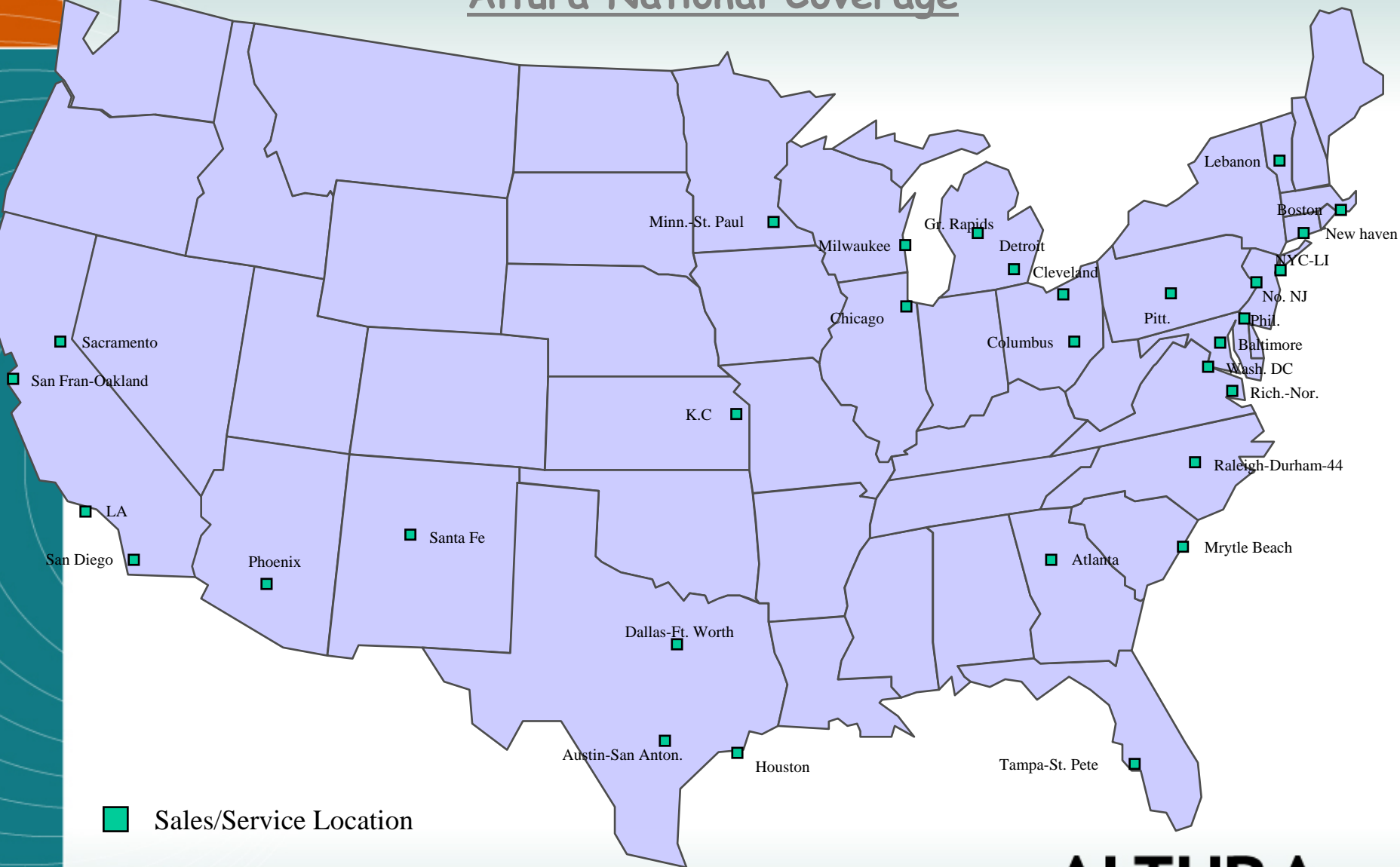
**AVST**

**AVAYA**

**ALTURA**  
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# Altura National Coverage



 Sales/Service Location

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# Building our Avaya Capabilities



## **Delivery**

**National sales team**  
**National design team**



## **Offerings**

**Avaya, Meru, Juniper, Extreme**

## **Service**

**110 ACA's, 11 ACS's, 2 ACE's – 180+ product certifications**  
**Investments - \$3.5m+ training, \$300k sparing, \$250k tools**

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# Key Milestones

- August 2001 – Fujitsu Limited exits US market
- December 2001 – Altura Communication Solutions formed
- August 2002 – Altura/Avaya enter into distribution & development agreement
- February 2003 – Awarded \$6.5M I/O contract by DHMC
- May 2003 – Avaya Silver medal status
- May 2003 – F9600 Interoperability GA
- October 2003 – Avaya Gold medal status
- November 2003 – Recognized as Avaya's fastest growing partner
- November 2003 – Avaya National Business Partner status
- December 2003 – IntelliCenter Interoperability GA
- March 2004 – Awarded \$2.0M I/O contract by State of NM
- April 2004 – Avaya Platinum medal status
- December 2004 - Revenue up 23% in 2004
- Feb. 2005 – Ranked No 1 Service Provider 5<sup>th</sup> year in a row
- June 2005 – Altura installs 300<sup>th</sup> Avaya system
- Feb. 2006 – Ranked No 1 Service Provider 6<sup>th</sup> year in a row



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# Service Focus

- End to end Avaya support capability
- Complete F9600 and peripheral support
- Professional Services
- Network assessment
- Disaster Recovery services
- Remote monitoring
- Technical and customer support centers
- Total end to end service center



✓ **Confirmation of Altura's focus on customer satisfaction**

**Service Rated #1 Six Years in a Row  
Telecom Managers Report**



# Altura is #1 Service Provider for 6<sup>th</sup> Consecutive Year

## Average Grades Received by 13 PBX Service Providers

In our 2006 PBX Survey we asked telecom managers to grade the performance of their PBX service providers on a 1-4 scale in 11 categories, including "value for the money" and "overall rating." Here are their average grades. How did your PBX service providers? **NOTE:** 1= excellent; 2=good; 3=average; 4=poor.

Service Provider	Avail-ability/ resp-onsiveness of service techs	Technicians' hands-on skills with installations/ repairs	Technicians' technical knowledge/ competence	Ease of getting spare parts	Sales reps' ability to provide ongoing solutions	Ease of contact with service provider's call center	Follow- up on orders, repair resolution	Billing/ invoice accuracy and problem resolution	Your access to training/ continuing education	Value for the money	Overall rating
1. Altura	1.07	1.14	1.00	1.15	1.93	1.07	1.14	1.29	1.69	1.36	<b>1.14</b>
2. NEC	1.33	1.33	1.33	1.33	1.78	1.44	1.67	1.75	1.78	1.33	<b>1.22</b>
3. D&S Comm.	1.29	1.14	1.00	1.29	1.71	1.71	1.71	1.57	1.83	1.67	<b>1.43</b>
4. Black Box	1.50	1.50	1.63	1.38	1.88	1.63	1.75	1.63	2.38	1.75	<b>1.63</b>
4. Mitel	1.63	1.50	1.38	1.75	2.25	1.50	1.88	1.63	2.75	1.75	<b>1.63</b>
6. Norstan	1.43	1.57	1.57	1.83	2.00	1.43	1.43	1.80	2.33	1.86	<b>1.71</b>
7. Avaya	1.87	1.82	1.84	1.63	2.05	1.79	1.84	2.42	2.32	2.16	<b>1.89</b>
8. EADS	1.20	1.60	1.60	1.60	2.40	1.20	1.40	1.40	2.00	1.75	<b>2.00</b>
8. Siemens	2.11	1.94	1.78	2.00	2.17	1.78	2.11	2.22	2.11	2.11	<b>2.00</b>
8. NextiraOne	2.00	1.57	1.57	2.29	2.43	2.86	2.57	2.71	2.71	2.29	<b>2.00</b>
11. Verizon	1.75	1.75	1.88	2.13	2.25	2.13	2.00	2.29	2.43	2.14	<b>2.13</b>
12. Bell South	1.83	1.83	1.83	2.17	2.00	2.00	2.33	2.83	2.50	2.17	<b>2.17</b>
13. SBC	1.89	2.00	2.11	2.22	2.67	2.11	2.56	2.67	3.11	2.56	<b>2.22</b>
<b>Overall avg. score for all vendors</b>	1.73	1.68	1.66	1.73	2.07	1.72	1.87	2.08	2.28	1.95	<b>1.79</b>



# Altura's Commitment To You

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- **Best products & solutions**
  - Outstanding partnerships
  - Market leading technology and solutions
  - Education application expertise
- **Best process** - simple and easy to do business with
- **Best investment protection**
  - Interoperability solution
  - Higher return on investment + lower total cost of ownership
- **Best solutions provider** - analyze, design, implement & support
- **Best service** - Altura "A Higher Level of Service"
- **Best people** - the true Altura difference

*Altura - We are committed to your success*



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Thank You!